



Singapore Healthcare  
Management **2019**



# PREP & EASY



National Dental  
Centre Singapore  
SingHealth

**Project Sponsor: CE Wong Kay Kew**  
**Project Leader: SDSA Kogilavani Mahindran**  
Member: SDSA Juzaidah Mohd Zaid  
SDSA Nur Farihana Samsudin  
SDSA Yong Siqi Jasmine

## INTRODUCTION

Day	Department
Monday/ Tuesday	Orthodontics Residency Programme
Wednesday	Periodontics Residency Programme Endodontics Residency Programme
Thursday	Prosthodontics Residency Programme Endodontics Residency Programme
Friday	Prosthodontics Residency Programme Periodontics Residency Programme
Daily	Oral Health Therapist Specialist

Clinic 4 is a residency and specialist clinic. For specialist, they have assign assistants. As for residency programme they have different specialty that comes in on different day shown in above table. Residents are to share assistant.

### What is the PROBLEM? (CURRENT SITUATION)

Survey was done .  
Results show that they are too many adhoc request by the residents which could have been minimize

Residents request  
for instruments

DSA prepare

Time wasted in retrieving  
multiple individual instruments



## OBJECTIVES

- Reduce the number of adhoc request by the doctor
- Better management of patient treatment cases
- Allows assistant to perform four – handed dentistry and provide patient care

## RESULT AFTER IMPLEMENTATION

- 1) Lesser adhoc request of instruments.
- 2) Less time taken to prepare for next treatment case.
- 3) Less time spent retrieving instrument.



### BEFORE\ AFTER INTERVENTION

PDSA	Intervention	Date of intervention	Learning from PDSA
1	Preparing of multiple sterile instruments and materials at one time	June 2018	Inventory of sterile instruments and expiry date of the materials
2	Pre-pack of instrument and materials according to different procedures a day before	June 2018	Organizes the instrument and materials according to procedure in one zip lock for effective assisting
3	Workflow and duties allocation schedule a day before	June 2018	Assistant are clear of their duties allocation, so that they could plan and prioritizes the different task on hand

## CONCLUSION

1. Implemented across to different disciplines at clinic 4
2. Generated positive feedback from doctors and assistants

